



JORDAN KORUNTOFF

Burlington, ON 647-880-2397

Jskoruntoff@Gmail.com

SUMMARY

A highly motivated and experienced community manager and game designer with a passion for creating engaging experiences for players. Seeking a challenging role that allows me to use my skills to their fullest potential.

WORK HISTORY

NORTH AMERICAN COMMUNITY MANAGER

05/2018 to CURRENT

InnoGames GmbH

- Act as the community manager for the North American server of Grepolis.
- Work with moderation staff to ensure user compliance with ToS.
- Report on weekly community sentiment.
- Ensure social KPI's continue to grow.

POKERSTARS VR COMMUNITY MANAGER

04/2022 to 02/2023

GetLuckyVR

- Grew Oculus store review score from 3.4 to 3.9.
- Developed community initiatives and strategies aimed at player retention and engagement.
- Handled all of our various social media such as Twitter, Facebook, Steam, Discord, etc.
- Collaborated with the design and art teams to produce content that players would be thrilled with.
- Updated key stakeholders through monthly analytics and sentiment reports.
- Grew our various social platforms such as Discord from 40k to 65k members.
- Interacted with the community on a day-to-day basis to best understand player concerns.
- Produced long-term community engagement proposals and design documents aimed at improving first-time user experience, overall engagement rates, and player enjoyment.
- Produced video content on a regular basis working alongside the marketing team.
- Managed employees and ensured their work was top quality.
- Implemented various best practices for immediate positive KPI's.

GAME DESIGNER

09/2018 to 03/2022

Counter Play Games

- Worked as a designer on multiple projects including Godfall, an unreleased turn-based title, and a crypto title.
- Acted as the primary combat designer on Godfall.
- Ensured moment-to-moment gameplay was crisp and enjoyable.
- Coordinated with other disciplines on features and improvements to the core combat loop.

- Designed enemies' combat kits, aesthetic design, and behavior.
- Worked with the level design team to place enemies and ensure combat arenas were sufficient.

CONTENT DEVELOPER

01/2017 to 03/2018

Counterplay Games, DUELYST

- Designed, developed and shipped 5 successful content launches
- Streamlined content development pipeline resulting in a 25% decrease in staff allocation time
- Ensured product releases went smoothly through rigorous quality assurance testing of over 800 cards
- Measured player reception to new content releases and used that feedback to improve future releases
- Developed and delivered on product focused release schedule aimed at long term growth each quarter
- Designed and developed new content features that attributed to increased retention
- Provided monthly meta-game update emails to the team relating to overall health of the game
- Utilized internal statistics and player feedback to make meaningful changes to game systems and balance to improve overall game quality

COMMUNITY MANAGER

01/2016 to 03/2017

Counterplay Games, DUELYST

- Acted as the public-facing representative of Duelyst and Counterplay Games
- Created and delivered player facing copy on a regular basis
- Created initiatives aimed at competitive growth and overall player engagement
- Built and maintained relationships with community partners such as fan sites, influencers, and players
- Created graphic assets to assist with events, contests and polls
- Planned, scheduled, and executed on contests and events to drive retention, growth and overall player happiness
- Utilized programs such as Trello, Tweetdeck and Hootsuite to manage social media and internal communication Managed social media platforms such as Facebook (35k followers), Discord (19k users), Reddit (15k users), and Duelyst Forums (12k users)
- Developed, maintained and tuned moderation policies as well as managed 20+ moderators across various platforms
- Gathered and synthesized feedback from players to provide meaningful information to stakeholders on the community's sentiment